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CLERK. U.S. DISTRICT COURT SOUTHERN DISTRICT OF CALIFORNIA

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DEPUTY

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Los Angeles, CA 90025
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Attorneys for Plaintiff,
APRIL AMADOR

Michael S. Agruss (SBN: 259567)

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UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF CALIFORNIA

APRIL AMADOR,

Plaintiff,

V.

GC SERVICES, LP,

Defendant.

Case No.: '10 CV 0 7 4 8

COMPLAINT AND DEMAND FOR
JURY TRIAL

(Unlawful Debt Collection Practices)

VERIFIED COMPLAINT

Plaintiff, APRIL AMADOR (f/k/a April Harless) (Plaintiff), through her attorneys, KROHN & MOSS, LTD., alleges the following against Defendant, GC SERVICES, LP, (Defendant):

INTRODUCTION

- Count I of Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15
 U.S.C. 1692 et seq. (FDCPA).
- 2. Count II of the Plaintiff's Complaint is based on Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code §1788 et seq. (RFDCPA).

JURISDICTION AND VENUE

3. Jurisdiction of this court arises pursuant to 15 U.S.C. 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court

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PLAINTIFF'S COMPLAINT

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- without regard to the amount in controversy," and 28 U.S.C. 1367 grants this court supplemental jurisdiction over the state claims contained within.
- 4. Defendant conducts business in the state of California, and therefore, personal jurisdiction is established.
- 5. Venue is proper pursuant to 28 U.S.C. 1391(b)(2).
- 6. Declaratory relief is available pursuant to 28 U.S.C. 2201 and 2202.

PARTIES

- 7. Plaintiff is a natural person residing in San Diego County, California.
- 8. Plaintiff is a consumer as that term is defined by 15 U.S.C. 1692a(3), and according to Defendant, Plaintiff allegedly owes a debt as that term is defined by 15 U.S.C. 1692a(5) and Cal. Civ. Code § 1788.2(h).
- 9. Defendant is a debt collector as that term is defined by 15 U.S.C. 1692a(6) and Cal. Civ. Code §1788.2(c), and sought to collect a consumer debt from Plaintiff.
- 10. Defendant is a collection agency with a business office in Phoenix, Arizona.
- 11. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

FACTUAL ALLEGATIONS

- 12. Defendant places collection calls to Plaintiff on at least a daily basis seeking and demanding payment for an alleged debt.
- 13. Defendant calls from 619-739-4397 regarding file #1477759.
- 14. Defendant called Plaintiff's old place of employment and disclosed Plaintiff's debt to a third party in a voicemail message (see the transcribed voicemail message attached as Exhibit A).
- 15. Defendant leaves voicemail messages for Plaintiff that fail to state the communication is

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COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 16. Defendant violated the FDCPA based on the following:
 - a. Defendant violated §1692b(2) of the FDCPA by communicating with Plaintiff's former employer and stating that Plaintiff owes a debt.
 - b. Defendant violated \$1692c(b)\$ of the FDCPA by communicating with Plaintiff's former employer in connection with the collection of Plaintiff's debt.
 - c. Defendant violated §1692d of the FDCPA by engaging in conduct that the natural consequences of which was to harass, oppress, and abuse Plaintiff in connection with the collection of an alleged debt.
 - d. Defendant violated §1692d(5) of the FDCPA by causing a telephone to ring repeatedly and continuously with the intent to annoy, abuse, and harass Plaintiff.
 - e. Defendant violated §1692e of the FDCPA by using false, deceptive, and misleading representations in connection with the collection of any debt.
 - f. Defendant violated §1692e(11) of the FDCPA by failing to disclose in subsequent communications that the communication was from a debt collector.

WHEREFORE, Plaintiff, APRIL AMADOR, respectfully requests judgment be entered against Defendant, GC SERVICES, LP, for the following:

- 17. Declaratory judgment that Defendant's conduct violated the Fair Debt Collection Practices Act,
- 18. Statutory damages of \$1000.00 pursuant to the Fair Debt Collection Practices Act, 15 U.S.C. 1692k,
- 19. Costs and reasonable attorneys' fees pursuant to the Fair Debt Collection Practices Act, 15 U.S.C. 1692k
- 20. Any other relief that this Honorable Court deems appropriate.

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COUNT II DEFENDANT VIOLATED THE ROSENTHAL FAIR DEBT COLLECTION PRACTICES ACT

- 21. Plaintiff repeats and realleges all of the allegations in Count I of Plaintiff's Complaint as the allegations in Count II of Plaintiff's Complaint.
- 22. Defendant violated the RFDCPA based on the following:
 - a. Defendant violated §1788.11(d) of the RFDCPA by causing Plaintiff's telephone to ring repeatedly and continuously so as to annoy Plaintiff.
 - b. Defendant violated §1788.11(e) of the RFDCPA by placing collection calls to Plaintiff with such frequency that was unreasonable and constituted harassment.
 - c. Defendant violated the §1788.12(b) of the RFDCPA by communicating information regarding a consumer debt to Plaintiff's former employer.
 - d. Defendant violated the §1788.17 of the RFDCPA by continuously failing to comply with the statutory regulations contained within the FDCPA, 15 U.S.C. § 1692 et seq.

WHEREFORE, Plaintiff, APRIL AMADOR, respectfully requests judgment be entered against Defendant, GC SERVICES, LP, for the following:

- 23. Declaratory judgment that Defendant's conduct violated the Rosenthal Fair Debt Collection Practices Act,
- 24. Statutory damages of \$1000.00 pursuant to the Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code §1788.30(b),
- 25. Costs and reasonable attorneys' fees pursuant to the Rosenthal Fair Debt Collection Practices Act, Cal. Civ Code § 1788.30(c), and
- 26. Any other relief that this Honorable Court deems appropriate.

case.

DATED: April 8, 2010

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, APRIL AMADOR, demands a jury trial in this

RESPECTFULLY SUBMITTED,

KROHN & MQSS, LTD.

Michael S. Adr

Michael S. Agruss Attorney for Plaintiff

VERIFICATION OF COMPLAINT AND CERTIFICATION

STATE OF CALIFORNIA

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Plaintiff, APRIL AMADOR, states as follows:

- 1. I am the Plaintiff in this civil proceeding.
- I have read the above-entitled civil Complaint prepared by my attorneys and I believe that all of the facts contained in it are true, to the best of my knowledge, information and belief formed after reasonable inquiry.
- 3. I believe that this civil Complaint is well grounded in fact and warranted by existing law or by a good faith argument for the extension, modification or reversal of existing law.
- 4. I believe that this civil Complaint is not interposed for any improper purpose, such as to harass any Defendant(s), cause unnecessary delay to any Defendant(s), or create a needless increase in the cost of litigation to any Defendant(s), named in the Complaint.
- 5. I have filed this Complaint in good faith and solely for the purposes set forth in it.
- 6. Each and every exhibit I have provided to my attorneys which has been attached to this Complaint is a true and correct copy of the original.
- 7. Except for clearly indicated redactions made by my attorneys where appropriate, I have not altered, changed, modified or fabricated these exhibits, except that some of the attached exhibits may contain some of my own handwritten notations.

Pursuant to 28 U.S.C. § 1746(2), I, APRIL AMADOR, hereby declare (or certify, verify or state) under penalty of perjury that the foregoing is true and correct.

DATE: 3/25/10

APRIL AMADOR

EXHIBIT A

- 7 -

AMADOR V. GC SERVICES

Hi, this is a message for April Harless. Ms. Harless, this is Anthony calling today from GC Services only in regard to an unresolved personal business matter between you and my client. Ms. Harless, I need you take the time to call me when you get the message. It is important. You can contact my office at 1-800-846-6406. Again that is 1-800-846-6406, extension 5085. Please refer to file 1477759 when you call me. Thank you.

Hi, this is a message for April Amador. Ms. Amador, my name is Anthony. I am calling today from GC Ltd. Partnership. Again, I have already explained to your spouse why I am calling. Ms. Amador, I need you now to take the time to return my call. It is important. We need to get this decision taken care of before it escalates any further than it has. Ms. Amador, you can contact my office at 1-800-846-6406. Again that is 1-800-846-6406, extension 5085. Please contact me as soon as possible. When doing so please refer to file 1477759. Thank you.

Hi, this is a message for April Harless otherwise known as April Amador. This is Anthony calling today from GC Services in Arizona. Please take the time to return my call when you get this message, 1-800-846-6406, that is 1-800-846-6406, extension 5085. Please refer to your file 1477759. Thank you very much.

Hi, this is a message for April Harless. April Harless, this is Anthony calling today from GC Services. Please take the time to return my call. I need to speak with your spouse Mark. I am sure you know why we are calling. You have options Ms. Harless and we would like to try to work with you. you can contact my office at 1-800-846-6406, that is 1-800-846-6406, extension 5085. Please refer to file 1477759 when calling. Good day.

Hi, April Harless, this is Anthony calling from GC Services in Arizona. Please take the time to return my call when you get this message. It is important. You can contact me at 1-800-846-6406, extension 5085. We are still trying to resolve this outstanding personal business matter of yours. It is important that you do not ignore this situation. Thank you.

Hi, this is a message for April Harless. Ms. Harless, this is Anthony calling from GC Services. Please take the time Ms. Harless to call my office when you get the message. It is important. You can contact me at 1-800-846-6406, that is 1-800-846-6406, extension 5085. Please refer to file 1477759 when calling.

Hi, this is a message for April Harless. Ms. Harless, this is Anthony calling today from GC Ltd. Partnership in Arizona. Please take the time to return my call when you get this message. It is important. I have spoken with your husband who basically told me this is not his problem and that you need to deal with it. I have left several messages for you. I don't know how to advise my client at this point madam. We would like to resolve this with you before it escalates any further. You can contact me at 1-800-846-6406, that is 1-800-846-6406, extension 5085. When calling, please refer to your file 1477759.

Hi, this is a message for April Amador. Ms. Amador, my name is Anthony. I am calling today from GC Services in Phoenix, Arizona. I am calling in regard to an unresolved business matter

between you and my client. I just spoke with your spouse Mark. If you could, please call me right away. It is important that I speak with you, phone number 1-800-846-6406, that is 1-800-846-6406, extension 5085. Please refer to file 1477759 when calling. It is important, so we are not selling anything. Thank you very much.

Hi, this is a message for Ms. April Amador. Ms. Amador, this is Anthony calling today from GC Ltd. Partnership. Please take the time to return my call when you get this message. It is important. You can contact my office at 1-800-846-6406, that is again 1-800-846-6406, extension 5085. Please refer to file 1477759 when calling.

Hi, this is a message for April Amador. This is Anthony calling from GC Services a debt collector in the state of Arizona. Ms. Amador, please take the time to return my call 1-800-846-6406, that number again is 1-800-846-6406, extension 5085. When calling please refer to file 1477759.

Hi, this is a message for April Harless. Ms. Harless, this is Anthony calling today from GC Services a debt collector in the State of Arizona. Ms. Harless, I spoke with Mark your spouse. We explained the situation to him. I am sure you know why we are calling. Give us the opportunity to give you some options here Ms. Harless. There is no reason to let this issue escalate any further than it has. You can contact me at 1-800-846-6406, that is 1-800-846-6406, extension 5085. I have to believe this is not something you truly want to simply ignore. Again, give us a call. We have options. We would like to work with you. Thank you for your time.

Defendant's message for Plaintiff's supervisor:

Hi April, this is John. Sounds like this message for meant for you and it came somehow to me. Here it is, it's all yours:

Hi, this is actually a message for April Amador. My name is Anthony. I was told you are her supervisor. I am trying to get in contact with her in regard to a personal business matter. If at all possible sir, could you ask Ms. April Amador to contact Anthony at GC Services at 1-800-846-6406, that is 1-800-846-6406, extension 5085. Any help you could provide would be greatly appreciated. Thank you sir.

S JS 44 (Rev. 12/07)	CIVIL CO	OVER SHEET	FILE	n
The JS 44 civil cover sheet and by local rules of court. This for the civil docket sheet. (SEE I	d the information contained herein neither replace nor sorm, approved by the Judicial Conference of the Unite NSTRUCTIONS ON THE REVERSE OF THE FORM.)	supplement the filing and service of d States in September 1974, is requi	pleadings or other papers as re fred for the use of the Clerk of	quired by law, except as provided Court for the purpose of initiating
I. (a) PLAINTIFFS		DEFENDANTS		4: 22
PRIL AMADOR		GC SERVICES	LERK. U.S. DISTRICT THERN DISTRICT OF CA	COURT
	e of First Listed Plaintiff San Diego (CA) EXCEPT IN U.S. PLAINTIFF CASES)	BY:	First Listed Defendant IN U.S. PLAINTIFF CASES	Houston (TX) ONLY) DEPUTY
		•	O CONDEMNATION CASES, US NVOLVED.	SETHE LOCATION OF THE
(c) Attorney's (Firm Nam	e, Address, and Telephone Number)	Attorneys (If Known)		
	chael Agruss (323) 988-2400 Ivd., Suite 401 Los Angeles, CA 90025	· 10	OCV 0748	W RBB
II. BASIS OF JURIS	DICTION (Place an "X" in One Box Only)		RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff
U.S. Government Plaintiff	☑ 3 Federal Question (U.S. Government Not a Party)	(For Diversity Cases Only) PT Citizen of This State		
2 U.S. Government Defendant	 4 Diversity (Indicate Citizenship of Parties in Item III) 	Citizen of Another State	2	
. NATURE OF SU	IT (a) (a) (b) (c) (c)	Citizen or Subject of a Foreign Country	3 🗖 3 Foreign Nation	0 6 0 6
IV. NATURE OF SU	IT (Place an "X" in One Box Only)	**** *** FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
☐ 110 Insurance ☐ 120 Marine ☐ 130 Miller Act ☐ 140 Negotiable Instrument ☐ 150 Recovery of Overpaymen	Slander 368 Asbestos Persona Liability Injury Product Liability PERSONAL PROPER 345 Marine Product Liability 370 Other Fraud 350 Motor Vehicle Product Liability 380 Other Personal Injury Product Liability 760 Other Personal Injury	G20 Other Food & Drug		□ 470 Racketeer Influenced and Corrupt Organizations 480 Consumer Credit □ 490 Cable/Sat TV □ 810 Selective Service 850 Securities/Commodities/ Exchange □ 875 Customer Challenge 12 USC 3410 □ 890 Other Statutory Actions □ 891 Agricultural Acts
□ 2	State Court Appellate Court	Reopened anothe	ferred from 6 Multidis er district Litigatio	n Iviagistiate
VI. CAUSE OF ACT	Cite the U.S. Civil Statute under which you a 15 USC 1692 et Seq. Brief description of cause: Unlawful and abusive debt colle		ai statutes unites uiversity).	
VII. REQUESTED I COMPLAINT:	N	N DEMAND S	CHECK YES onl JURY DEMANI	y if demanded in complaint: D: Yes No
VIII. RELATED CA IF ANY	SE(S) (See instructions): JUDGE	10/1	DOCKET NUMBER	
DATE 04/08/2010	SIGNATUR OF A	TTOKSUM OF LECORD		

RECEIPT # 2094 AMOUNT \$350 APPLYING IFP 145 4/9/10

JS 44 Reverse (Rev. 12/07)

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- I. (a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.C.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here.

United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; federal question actions take precedence over diversity cases.)

- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerks in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin. Place an "X" in one of the seven boxes.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.

Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box is checked, do not check (5) above.

Appeal to District Judge from Magistrate Judgment. (7) Check this box for an appeal from a magistrate judge's decision.

VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity.

Example:

U.S. Civil Statute: 47 USC 553
Brief Description: Unauthorized reception of cable service

VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

Demand. In this space enter the dollar amount (in thousands of dollars) being demanded or indicate other demand such as a preliminary injunction.

Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.

VIII. Related Cases. This section of the JS 44 is used to reference related pending cases if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

Court Name: USDC California Southern

Division: 3

Receipt Number: CASO12094 Cashier ID: kdelabar

Transaction Date: 04/09/2010 Payer Name: KROHN AND MOSS

CIVIL FILING FEE , For: AMADOR V. GC

Case/Party: D-CAS-3-10-CV-000748-001

Amount: \$350.00;

CHECK

Check/Money Order Num: 21970

Amt Tendered: \$350.00

Total Due: \$350.00 Total Tendered: \$350.00

Change Amt: \$0.00

There will be a fee of \$45.00 charged for any returned check.